



ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE HAVE THE OPTION TO CHOOSE A HEALTH PLAN BUT ARE NOT REQUIRED TO DO SO (EXEMPT) WITH THE OPTION TO CHOOSE THE TRIBAL OPTION
NC Medicaid 20190925 v1.0

Patricia A. Jones
1234 Any Main St
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

There will be a new way to get Medicaid health care

Starting **February 1, 2020**, most people will get the same Medicaid services in a new way – through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health and medicine. Some health plans provide added services like programs to help you quit smoking.

Some things will stay the same

Medicaid eligibility rules are not changing.

The people below will stay in NC Medicaid Direct

Sally A. Jones

Medicaid ID: 123-00-0000

Beginning February 1, 2020, you will get your same Medicaid services through NC Medicaid Direct. It will provide the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder.

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

You can choose a different health program

NC Medicaid Direct is not the only choice. Medicaid services will be provided from private health insurance plans. These private plans may not cover the same services for developmental disability, mental illness, traumatic brain injury or substance use disorder.

If you decide to choose a plan, there are 3 steps to enroll:

① Choose a primary care provider (PCP)

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can also choose a new PCP.
- Health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at ncmedicaidplans.gov.

② Choose a health plan in NC Medicaid Managed Care

- If you want to keep your provider as your PCP, choose a health plan your PCP works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

③ Enroll in one of these ways

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

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If you decide later you want to change your health plan

You can change your health plan at any time.

What happens next

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

You can start using your new health plan on February 1, 2020. Until then, get care and services the way you do now.

EBCI Tribal Option

In July 2021, we will offer the Eastern Band of Cherokee Indians (EBCI) Tribal Option. This choice is for members of federally-recognized tribes. It is also for others who qualify for Indian Health Services. It will be a new choice for NC Medicaid Managed Care.

You may be able to choose the Tribal Option if:

- You are a federally-recognized tribal member and/or you qualify for Indian Health Services, and
- You live in Cherokee, Haywood, Graham, Jackson or Swain County.

The Tribal Option will:

- Offer whole-person care,
- Address medical, behavioral, pharmacy and social health needs,
- Embrace Cherokee culture, and
- Address health issues common to EBCI.

The Cherokee Indian Hospital Authority will manage the EBCI Tribal Option. You will get more information about the Tribal Option in 2021.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After December 13, 2019, we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team

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